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... needs, seek new customers, and enhance **customer service**. ... Airlines capture **customer**
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... For example, when a new Internet **service** is introduced ... a next action to perform and
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... use their Web presence for regular **interactive** "meetings" to ... **Customer service** managers
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... Once the individual **customer** takes an active role managing the information ... At the
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... and shapes them into conscious **tools** for use ... decisions about engaging in **customer service**-with varying ... **Interactive service** work requires the presence of social ...
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